



**Police and Crime
Commissioner for Dyfed-Powys**

The Policing Protocol Order 2011

Quarter 4 2022/23 Summary Performance Report

Introduction

The Police Reform and Social Responsibility Act (PRSRA) 2011 establishes Police and Crime Commissioners within each Force area in England and Wales, giving them responsibility for the totality of policing within their area. It requires them to hold the Chief Constable to account for the operational delivery of policing, including the Strategic Policing Requirement published by the Home Secretary.

Section 70 of the PRSRA requires the Secretary of State to issue a Policing Protocol, which applies to every Chief Constable and Police and Crime Commissioner.

This protocol sets out the roles and responsibilities of all involved in the quadripartite relationship, namely Police and Crime Commissioner, Chief Constable, Police and Crime Panel and Home Secretary.

All parties will abide by the 7 principles set out in the Standards in Public Life, known as the Nolan Principles.

The establishment and maintenance of effective working relationships by these parties is fundamental. It is expected that the principles of goodwill, professionalism, openness and trust will underpin the relationship between them and all parties will do their utmost to make the relationship work.

In order to demonstrate compliance with the Policing Protocol Order 2011 the Office of the Police and Crime Commissioner for Dyfed-Powys developed a healthcheck which covers all the areas in the protocol which the Police and Crime Commissioner has legal power and duty over. This equates to 21 areas which are further broken down into 54 areas of action by various business areas within the OPCC, 4 of these are permanently marked as N/A which leaves 50 action areas. These are completed on a quarterly basis to show continuous progress.

Each section is given a RAG rating to highlight any areas of concern

Green - Fully compliant, no additional work necessary

Amber - Partially compliant, some additional work necessary

Red - Not compliant, duty not currently being met

The summary of the healthcheck is made available to the Police and Crime Panel in report format, including an Executive Summary of the previous quarter.

Executive Summary

The following report covers the reporting period of Q4 of the financial year 2022/23 (Jan, Feb, Mar 2023)

RAG status comparison

Summary:

Of the 50 action areas:

| | Qtr 3 | Qtr 3 | Qtr 4 | Qtr 4 |
|--------------|-------|-------|-------|-------|
| Red/Coch | 1 | 2% | 0 | 0% |
| Amber/Ambr | 26 | 52% | 19 | 38% |
| Green/Gwyrdd | 23 | 46% | 31 | 62% |

This Quarter as seen an increase in Green marked areas and a decrease in Amber cases as well as the reduction of the 1 red area. This is the result of the work being undertaken to improve the performance in certain areas for example the area around external funding where there is now an officer in place to take this forward and maximise funding opportunities.

Further work will be undertaken to fine tune some of the work undertaken in the last quarter with a view to there being an increased number of improved green areas at the time of the next report.

17a) Set the strategic direction and objectives of the Force through the Police and Crime Plan which must have regard to the SPR

| Action Required | RAG | Quarter 3 Progress Update |
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| Development of Police and Crime Plan in line with requirements set out in Police Reform and Social Responsibility Act 2011 (Part 1; Chapter 3; 7) | Green | The Police and Crime Plan for 2021- 2025 was published in December 2021. Work is continuing to deliver what is contained under each priority within the plan with several additional areas included that will be reported in the Annual Report. |
| Development of a Police and Crime Delivery Plan to support the achievement of the objectives as set out in the Police and Crime Plan | Yellow | A new business plan is in the process of being finalised. This will assist in the OPCC's delivery of the Police and Crime Plan. All work areas within the OPCC now have individual workplans that highlight the specific work that has been undertaken. Progress is monitored and challenged through the Senior Management Team and Executive Team. Timescale for completion: 23 rd May 2023 |
| Review the Police and Crime Plan to ensure it remains fit for purpose | Green | Through the business plan and other work plans the Police and Crime Plan is constantly under review to ensure that the items contained within it are deliverable. Through engagement with the public at several events the Commissioner is able to ensure that the work being undertaken adds value and is in the public's interest. |

17b) Scrutinise, support and challenge the overall performance of the force including against the priorities agreed within the Plan

| Action Required | RAG | Quarter 3 Progress Update |
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| There are formal governance arrangements in place to support effective scrutiny | Green | Clear governance arrangements are in place with escalation routes available to support the PCC in discharging his statutory responsibilities. These were reviewed as part of the annual review of the Corporate Governance Framework to ensure they support the PCC and appropriately take cognisance of the governance arrangements being put in place by the Chief Constable. A mapping exercise has been undertaken to ensure OPCC attendance at appropriate Force governance meetings to support PCC scrutiny responsibilities. |

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| <p>Development and annual review of Corporate Governance Framework</p> | | <p>The Corporate Governance Framework has been subject to a light touch review this year but still has included some important amendments. The main amendments have been in relation to increasing contract values and their level of scrutiny. The amendments were discussed and agreed at both the Joint Audit Committee and Policing Board.</p> <p>The next review of the Framework will be undertaken following the next Police and Crime Commissioner elections, post May 2024.</p> |
| <p>Establish a risk-based, forward looking schedule of activity to support improvements in Force performance</p> | | <p>A number of recommendations have been made following the scrutiny activity undertaken in the last Quarter.</p> <p>5 recommendations related to the OOCd.</p> <p>7 relate to the QAP Outcome 16 report that is currently in draft and is with members.</p> <p>7 relate to the FCC call report, all of which have been accepted. Completion of reports and force response to recommendations has improved this quarter.</p> |
| <p>Ensure the public's views are represented in the PCC's scrutiny work</p> | | <p>Scrutiny has continued through the Out of Court Disposal (OOCd) Panel and Quality Assurance Panel (QAP). The OOCd Panel looked at possession of drug cases which will help feed into wider OPCC work on drugs. The QAP met in January and focussed on 999 calls into FCC and then again in March to review domestic abuse outcome 16 cases. The focus came about as a result of the Force identifying that outcome 16 cases, where the victim withdraws from a case remain high, the Panel focussed on the rationale given for an outcome 16 and the support given following this outcome. The office has also continued with the anti-rip suit pilot, with the ICV's reviewing a selection of custody records each month with the aim of focussing on whether the use of anti rip suits and the rationale recorded within the records is appropriate.</p> <p>This remains Amber as the OPCC recognise that there is a need to improve the diversity of our volunteer schemes. Timescale for achieving this: October 2023.</p> |
| <p>Oversight and implementation of external inspectorates recommendations</p> | | <ol style="list-style-type: none"> 1. Digital Forensics, released 01/12/22. PCC statutory deadline 26/01/23 and response published on 19/01/23. 2. Police Super Complaint: How the Police respond to victims of sexual abuse when the victim is from an ethnic minority background and may be at risk of |

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| | | <p>honour based abuse releases 16/12/22 with a statutory deadline for PCC response to be 10/02/23 actual response published on 01/02/23.</p> <p>3. Input into His Majesty’s Chief Inspector’s Annual Assessment of Policing requested on 18/01/23 and PCC response submitted on 08/02/23.</p> |
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17c) Hold the Chief Constable to account for the performance of the Force's officers and staff

| Action Required | RAG | Quarter 3 Progress Update |
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| Development of a performance framework and structure that allows a greater understanding of the Police and Crime Plan outcomes | | <p>In order to demonstrate compliance with the Policing Protocol Order 2011 the OPCC completes and maintains a health check which covers all the areas in the protocol which the Police and Crime Commissioner has legal power and duty over.</p> <p>Furthermore, the introduction of the OPCC Business Plan will further enhance performance management of the OPCC’s contribution towards the deliver of the Police and Crime Plan outcomes.</p> <p>Timescale for completion: 23rd May 2023</p> |
| There are formal governance arrangements in place to hold the Chief Constable to account for the performance of officers and staff | | <p>Clear governance arrangements are in place with escalation routes available to support the PCC in discharging his statutory responsibilities. These were reviewed as part of the annual review of the Corporate Governance Framework to ensure they support the PCC and appropriately take cognisance of the governance arrangements being put in place by the Chief Constable. A mapping exercise has been undertaken to ensure OPCC attendance at appropriate Force governance meetings to support PCC scrutiny responsibilities. A further review of governance will be undertaken as part of preparations for the Annual Governance Statement.</p> |
| Chief Constable's Professional Development Review | | <p>The review of the Chief Constable’s performance has been undertaken. Progress in relation to the Chief Constable’s priorities for 2023/24 are monitored through regular meetings between the Commissioner and the Chief Constable as well as through formal scrutiny arrangements.</p> |

17d) Decide the budget, allocating assets and funds to the Chief Constable; and set the precept for the Force area

| Action Required | RAG | Quarter 3 Progress Update |
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| Inform PCC's decision in respect of the precept | | Detailed work has continued during 2022/2023 with information being provided to the PCC to inform his deliberations in relation to the precept for 2023/2024. This has included many discussions with Chief Officers and a seminar with Police and Crime Panel Members. The proposal for the 2023/2024 precept was approved by the Police and Crime Panel in January 2023. |
| Setting of Medium term financial plan | | The Medium Term Financial Plan for 2022/23 – 2026/27 was published in January 2022 and work continued through the year on the Medium Term Financial Plan for 2023/2024. This was considered by both the Police and Crime Panel and the Joint Audit Committee. |
| Funding of capital programme to provide force with appropriate assets to deliver effective policing services | | Detailed work has continued to further develop the longer term (10 year) capital programme which forms part of the Mid Term Financial Plan, Capital Strategy and Treasury Management Strategy. All existing schemes within the programme will be reviewed and will inform the Mid Term Financial Plan for 2023/2024 and beyond. The plan has been considered by the Police and Crime Panel along with the Joint Audit Committee in conjunction with the Reserves Strategy, Capital Strategy and Treasury Management Strategy. |

17e) Appoint the Chief Constable

| Action Required | RAG | Quarter 3 Progress Update |
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| Appointment of Chief Constable | | The Chief Constable was appointed in December 2021. |

17f) Remove the Chief Constable

| Action Required | RAG | Quarter 3 Progress Update |
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| Follow process set out in Part 2 of Schedule 8 to the 2011 Act and regulations made under | N/A | N/A |

Section 50 of the Police Act 1996(a)

17g) Maintain an efficient and effective police force for the police area

| Action Required | RAG | Quarter 3 Progress Update |
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| Ensure the delivery of Value for Money | Green | Responsibilities and arrangements for striving for Value for Money (VFM) are embedded throughout the Corporate Governance Framework with both Internal and External Audit seeking assurance that appropriate arrangements are in place to secure economy, efficiency and effectiveness in both the PCCs and CCs use of resources with the Finance and Strategy Board overseeing arrangements. The CFO participates in a number of force governance meetings which routinely consider aspects of VFM. The Efficiency and Savings plan is considered as part of the MTFP and a focus has been brought to project proposals and business benefits realisation which will seek to assist in the continual drive for VFM. VFM is an intrinsic part to procurement activity at a local, regional and national level and continued engagement with BlueLight Commercial will assist in driving further VFM. A new Efficiency & Productivity Group has been established which drive future plans and seek business benefits. |
| Statutory compliance of estates ensuring fit for purpose for operational use | Yellow | <p>All statutory compliance related TIAA actions completed and submitted. Ongoing Monthly reviews of the performance continues and the HSE team continue to spot check and carry out detailed reviews by each statutory obligation service area to ensure compliance. Reporting on performance continues within Governance structure at HSE Board and Strategic Estates Group for assurance and escalation.</p> <p>The PCC has received the Force’s considerations of the Force’s estate in terms of whether they are fit for purpose for operational use. The PCC will now consider, in consultation with the Chief Constable, the estate strategy for the Force.</p> <p>Timescales: There will be a requirement to make decisions on Force estate at various junctures over the ensuing year.</p> |
| Explore opportunities to reduce environmental impact | Yellow | The Sustainability Group is formally operating under the chair of Director of Finance. This group has the responsibility to review all sustainability impacts the Force |

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| | | <p>and its operations has on our wider environment. Energy Management and Utility Management Groups are in place which track consumption and energy savings initiatives and action plans on an ongoing basis. Utility consumption trends and improvements are tracked at a building utility level. The Estates operation has under its Decarbonisation Plan identified further capital scheme feasibility studies, these cover Potovoltaic, LED lighting, and energy reduction technologies and fabric improvements. Funding for the works are included in the Capital plan and will be focussed on the sub divisional headquarter buildings in the coming year. The trend of year of year reduction in utility consumption continues. The new Waste management contract has been mobilised across the force, this is targeted to reduce our waste to landfill significantly and is targeted to provide a reduced carbon footprint and costs savings to the force. DPP continue to input and participate in the All Wales Sustainability and Decarbonisation Group where an overall tracker by Force is used to determine progress and share best practice. The ongoing review of the estate and opportunities to collaborate has identified further opportunities to collocate and reduce our carbon footprint. This structured plan will be mobilised in the coming period.</p> <p>Timescales: Ongoing</p> |
| <p>Explore and maximise external funding opportunities</p> | | <p>Safer Streets 4 has continued with external partners submitting claims with evidence of activity at regular intervals. Force project leads have not realised all opportunities and expectations within this fund and an underspend will be recorded. Final values are not yet available as reconciliation work is ongoing to accurately calculate this value. The External Funding Manager started their new role on 30th January and has begun to make connections with force leads and external partners to explore funding opportunities to maximise income streams. This is being facilitate through the External Funding Group meeting and other forums as appropriate. Collaboration is being sought with Local Authority partners regarding Youth Endowment Fund (PCC is ineligible to apply as a lead partner)</p> <p>Routine weekly checks undertaken for Home Office grant opportunities via their new grant portal.</p> |
| <p>Explore and maximise sponsorship initiative opportunities</p> | | <p>This is an area that is being considered by the new External Funding Manager particularly around exploring alternative funding opportunities for the larger recipients</p> |

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| | | <p>of grant funding from PCC – namely SCFC Kicks project. This activity will commence late April, early May 23.</p> <p>The Shared Prosperity Fund across all counties in Dyfed Powys has opened with various deadline dates for applications. This has been shared with force partners and all encouraged to submit application to OPCC (via External Funding Manager) for review before submission. The External Funding Manager is exploring opportunities with the Police Schools Liaison Team to submit a joint bid regarding exploitation of 16-19 year olds.</p> <p>Timescales: Ongoing</p> |
| <p>Implement and maintain a risk register to identify and mitigate risks to the OPCC and force</p> | | <p>Risks are reported to the Joint Audit Committee and OPCC Exec. Team on a quarterly basis.</p> <p>The Force has changed the format of their Risk Register and implemented changes on how risks are recorded, updated and scored. Work is continuing on the format of the OPCC Risk Register and this will be finalised in this following quarter.</p> <p>Additional work is being undertaken on the reporting of risk to ensure there is sufficient line of sight on the risks and the mitigations in place.</p> <p>Timescales: Review of risk reporting to be completed by June 2023.</p> |
| <p>Utilise training and development plans for all OPCC staff</p> | | <p>All staff within the OPCC have had their training and development requests discussed and where there have been requests for specific training these have been discussed as a Senior Management Team and where appropriate the training has been arranged. This has resulted in significant upskilling within the office, however it is intended that a Training Needs Analysis of the team will be undertaken in order to address any further gaps.</p> <p>Timescales: Training Needs Analysis to be completed by June 2023.</p> |

17h) Enter into collaboration agreements with other PCCs, other policing bodies and partners

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| Action Required | RAG | Quarter 3 Progress Update |
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| <p>Explore collaboration opportunities in accordance with the Policing Vision for Wales</p> | | <p>Collaboration opportunities are at the forefront of office thinking and wherever appropriate the PCC will engage with the activities. As part of the Policing in Wales group there are currently several projects ongoing as part of an All Wales Policing and Academic Collaboration that is seeing Universities from across Wales working on different projects. The outcomes of the projects are due to be reported during the Summer.</p> <p>Timescales: Ongoing</p> |
| <p>Explore collaboration opportunities with other partners</p> | | <p>Collaboration is ongoing with the following business streams within force:</p> <p>SVOC Teams</p> <p>Central Prevention Hub</p> <p>Welsh Language Unit</p> <p>The New External Funding Manager chairs the External Funding Group and is a regular attendee of Commissioning Advisory Board.</p> <p>Further activity to join the ASB Steering Group and SVOC Board will commence from April 2023.</p> <p>The External Funding Manager is also an attendee on the Ceredigion Shared Prosperity Fund Group and links in with external partners to maximise opportunities for funding in and out of the OPCC.</p> <p>Timescales: Ongoing</p> |
| <p>There are formal governance arrangements in place to scrutinise collaboration agreements</p> | | <p>Collaboration is also scrutinised from a Dyfed Powys perspective through Policing Board and at an All Wales level through Policing in Wales. The CEO has commenced discussions with the newly appointed ACC for Regional Collaboration in relation to how governance arrangements may be further strengthened.</p> <p>Timescales: Ongoing</p> |

17i) Provide a local link between the police and communities, working to translate the legitimate desires and aspirations of the public into action

| Action Required | RAG | Quarter 3 Progress Update |
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| Working with the Force to develop and implement our joint | | The annual Strategic Equality Plan Progress Report has been approved by the Dyfed Powys Police Embracing |

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| <p>Strategic Equality Plan; meeting the objectives within</p> | | <p>Diversity Group and the OPCC CEO and is published on the OPCC website</p> <p>Work will now commence to develop our new joint Strategic Equality Plan which is due for publication in April 2024. We are working with a number of partners as part of this activity and will take into cognisance other work in this area such as the All Wales Criminal Justice Board Anti-Racism action plan.</p> <p>Timescales: April 2024</p> |
| <p>Development and implementation of OPCC Engagement and Communication Strategy and action plan, and Social Media Policy and Strategy incorporating providing opportunities for local communities to inform and influence decision making and proactively promoting the work of the PCC and CC</p> | | <p>Community Engagement Days</p> <p>In January, we arranged a Community Engagement Day for the PCC in Powys, where had an opportunity to shadow the DPPs Rural Crime team conducting crime prevention activities at local farms.</p> <p>Here for you – Engagement Events</p> <p>At the end of March, we started on the Here for You community engagement events across the Force area. Six events will take place across March and April starting with two events in Carmarthenshire. These are events hosted by the PCC for community representatives in Carmarthenshire, Powys, Ceredigion and Pembrokeshire with the aim of informing Councillors and other representatives of recent developments within Dyfed-Powys Police, and to provide an opportunity to share any local concerns or issues with the Force.</p> <p>During the events, councillors are briefed on the Force’s current priorities for tackling crime in our area, the new Neighbourhood Policing Team policing model, how the Force Communication Centre operates and the Force’s partnership approach to tackling Antisocial behaviour.</p> <p>There is also an opportunity for Councillors to engage with the Dyfed Powys School Beat Team Officers, Rural Crime Officers and representatives from several of our Commissioned Services such as Goleudy and New Pathways.</p> <p>During April more events were held in Pembrokeshire, Powys and Ceredigion.</p> <p>Dafen Custody Suite Open Doors Event</p> <p>As part of the national open doors to constructions sites campaign in March, there was an opportunity for the public in Carmarthenshire to go on site with construction</p> |

company Wilmott Dixon, to see construction work going ahead on the Dyfed Powys Police Custody suite in Dafen, Llanelli as it nears completion. The PCC was invited to attend one of the site tours to engage with a group of construction students from nearby Coleg Sir Gar.

PCC's St Davids Day Conference

Policing by consent was the topic of discussion at the PCC's annual St David's Conference this year, which took place on Friday 3 March 2023 at Dyfed-Powys Police Headquarters in Carmarthen.

Policing by consent, which is the theory behind the Peelian principles that were designed to define an ethical police force, is heavily reliant on public confidence. Addressing today's challenges of rebuilding public trust and confidence, is essential to safeguard a legitimate future for policing.

Guest speakers included:

Professor Richard Wyn Jones and Dr. Robert Jones, authors of the recently published book 'Criminal Justice in Wales: On the Jagged Edge';

Professor Emmanuel Ogbonna, who worked with both Welsh Government and Criminal Justice in Wales Board on their Anti Racist Action Plans;

Deputy Chief Constable Maggie Blyth, who is now working for the College of Policing and is the National Police Chief Constables' lead on violence against women and girls;

Dr. Nerys Llewelyn Jones who was a Commissioner on the Law Commission which was chaired by Lord Thomas of Cwmgeidd - The Thomas Commission, which undertook a review of the justice system in Wales:

Monthly bulletin

In this period, we published 3 monthly e-bulletins summarising the work of the Commissioner and his Office, and have continued to publish the PCC's weekly highlights for social media.

Youth Forum

During this quarter, the Youth Forum have met twice. Forum members have been conducting focus group sessions with their peers on three key areas; Mental Health Support for young victims; Substance mis-use prevention activities; Support for young people who are committing low level offences, and have been reporting back on their findings during both meetings. During the March meeting, the Children’s Commissioner attended the meeting to discuss her work with children and young people, and to listen to the Youth Ambassadors feedback on the three key areas.

In addition to the focus groups, during this quarter also, the Y Sgwrs survey was launched for young people, so that all young people in our Force area have an opportunity to have their say on the three key areas noted above. The survey will close in April 2023, and Youth Forum members will work with our Engagement Advisor to review all findings from focus groups and surveys.

Victim Engagement Forum

Victim Engagement Forum (VEF)’s new Terms of Reference has been signed off by the LCJB Victim and Witness sub-group, and the OPCC Exec. Team. As a result, communication has been sent out to all VEF members asking them to complete a short survey that will collect additional data from them in regards to i) the crime they have been a victim of; ii) demographics; iii) where they reside. Responses will be reviewed in the next quarter.

During this quarter VEF have also been consulted on the below:

- SVLES Survey to hear VEF’s views on their experiences or opinions on the remote evidence sites that are offered to victims during investigations. Survey was open from 24/02/2023 for 2 weeks until 10/03/2023, with the results and findings shared with Goleudy.
- Stalking and Harassment survey created for VEF members’ experiences of being victims of stalking and harassment.
- Op Soteria Bluestone survey – Following a social media post and a press release by DPP – Op Soteria asks

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| | <p>for feedback from survivors of rape/sexual assault on their experience with the police (not just DPP).</p> <ul style="list-style-type: none"> Victim Needs Assessment - Supporting Justice CIC were undertaking a victim needs assessment and created an anonymous online survey for victims and those otherwise affected by crime to take part. <p>Community Remedy Survey</p> <p>During this quarter we launched a survey on the Dyfed-Powys Community Remedy Options. Police and Crime Commissioners are required to consult with the public on a range of sanctions that can be used to deal with low-level crime and anti-social behaviour outside of the court system in their police force area, with the Police and Crime Commissioner and Chief Constable ensuring the final menu is proportionate.</p> <p>The proposed Community Remedy options for Dyfed-Powys aim to be victim-focused, providing appropriate outcomes for offenders to take account of their actions and repair the harm caused. The survey will close at the end of April 2023.</p> <p>Website Survey</p> <p>As we look to improve the way in which we promote the role and work of the Dyfed-Powys Police & Crime Commissioner and his team, we are reviewing how our website is working for people, and launched a short survey for our stakeholders to complete so that we get a better understanding of their experience of using our website.</p> <p>Precept Notice</p> <p>Published the 2023-24 Precept Notice which gives tax payers further details on the policing budget for the next financial year.</p> |
| <p>Respond to community concerns in a timely manner</p> | <p>There has been an increase in correspondence during Quarter 4 in comparison to Quarter 3. Correspondence concerning the Firearms Department continues to rise. The OPCC are closely monitoring concerns which are being</p> |

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| | | <p>raised and the PCC is holding the Chief Constable to account for the performance of the Firearms Department in Policing Board.</p> <p>136 pieces of correspondence were received by the office and 100% of the cases were resolved within 20 working days. The main concerns raised were in relation to Police officers / staff conduct / ongoing PSD matters (40%), Traffic Concerns / Speeding / Fixed Penalties (16%), Anti Social behaviour (15%).</p> <p>11% of correspondence was in relation to the Firearms Department. Concerns have been escalated to the Assistant Chief Constable.</p> |
| <p>Engage residents in contributing to assurance and scrutiny activity</p> | | <p>Positively three new QAP Members have been appointed to the Panel and are currently waiting on vetting clearance. A recruitment drive is also required to try and get some additional ICV's across the Dyfed Powys area, this will be looked at over the next quarter.</p> <p>Custody record reviewing continue, with ICV's reviewing 49 records over this period of those having been issued with an anti rip suit. Improvements continued to be seen in the quality of rationale recorded within custody logs for the issuing of anti rip suits, however, further work is needed on the recording of the removal of suits when appropriate within records.</p> <p>This remains Amber as the OPCC recognise that there is a need to improve the diversity of our volunteer schemes. Timescale for achieving this: October 2023.</p> |
| <p>Provide effective and accessible services for victims and vulnerable people</p> | | <p>MOJ end of year currently being completed for submission end of April. Providers reporting positive outcome data alongside the challenge of additional demand on services during and post pandemic.</p> <p>No complaints received. A complaints process forms part of the annual audit cycle for commissioned services.</p> <p>Core questions regarding how services will be made accessible from a number of perspectives including geographical, physical, language, diversity, equality and ability are contained within the procurement template and form part of the scored submission. We also ensure that these questions are incorporated into tender processes run by partners where we are a joint investor.</p> <p>MOJ Quantitative framework is still awaited, now assuming this will be scheduled for new financial year. Reporting</p> |

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| | | <p>requirements referenced in Victims Bill with discussions ongoing regarding funding required for additional PCC resources to analyse and report compliance against VCOP. Additional dip sampling process model has commenced and first report will be submitted to LCJB in May 2023.</p> <p>Timescales: Ongoing</p> |
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17j) Hold Chief Constable to account for the exercise of the functions of the office of Chief Constable and those under his direction and control

| Action Required | RAG | Quarter 3 Progress Update |
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| As detailed in 17c | N/A | N/A |

17k) Publish information specified by the Secretary of State and information that the PCC considers necessary to enable the people who live in the force area to assess the performance of the PCC and CC

| Action Required | RAG | Quarter 3 Progress Update |
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| Publish information in accordance with the Elected Local Bodies Order | | <p>All required information is published on the website and monitored on a regular basis to ensure compliance with the Specified Information Order. There are some issues in relation to duplicate information which is currently being addressed. Full details of the Statutory Publishing Requirements are available on our website.</p> <p>Work is still ongoing to develop a new look website for the office but this has been delayed by staffing issues.</p> <p>Timescales: Compliance with the Elected Local Bodies Order and established review mechanisms to be in place by June 2023</p> |
| Publish information in an accessible and easy to reach format | | <p>The Transparency Quality Mark obtained in previous years evidences the quality of the information available on the website and the ease of accessibility to everyone.</p> <p>The regular monitoring of the website ensures that it will remain accessible to all. Work is still ongoing to develop a new look website for the office to further improve accessibility of information, but this has been delayed by staffing issues. Consultation has been undertaken in</p> |

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| | | <p>relation to the website which will inform the development of the new website.</p> |
| <p>Publish information in accordance with the Welsh Language Standards</p> | | <p>All published information is routinely translated as business as usual prior to anything being published, ensuring that at all times both English and Welsh are treated the same.</p> <p>We will shortly commence work on our Welsh Language Annual Report that will highlight the work undertaken in accordance with the Welsh Language Standards.</p> <p>Timescales: Annual Report to be published in September 2023</p> |
| <p>Proactively promote and raise awareness of Commissioned Services</p> | | <p>Website contains accurate information on existing services. This is checked and regularly updated by the Commissioning team where amendments are required. Links to the website are included within Victim Engagement packs. Single page summary documents are included on the commissioned services webpage but require an update with the latest outturn figures.</p> <p>PCC Engagement team are linked into the press teams within all commissioned services and work jointly to share social media and press articles. Regular social media activity is undertaken for commissioned services. Director of Commissioning and Engagement Advisor meeting regularly to discuss pertinent issues. The Engagement team linked in to new service provision and grant funded activity to ensure awareness and communication. Recent examples include Road Safety Advisory service and the successful offender move on housing pilot in Ceredigion.</p> <p>Commissioning and Engagement teams continue to provide evidence and best practice examples of work within Dyfed Powys to national calls for evidence by APCC and national bodies. Recent article provided for APCC in Focus publication on tackling substance misuse. Director of Commissioning has also been interviewed by the Home Office innovation team with regards to referrals from policing into substance misuse diversionary schemes.</p> <p>All contracts contain a standard requirement for promotion of services. Service implementation meetings include a focus on communications plans at commencement of service. Recent audit activity with commissioned services has included a refreshed request for acknowledgement of PCC / MOJ funding source in all publicity and materials. PCC Engagement team linked with commissioned service providers to ensure consistency in messaging and</p> |

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| | | <p>campaigns. Future work will to focus more specifically on protected characteristics.</p> <p>Timescales: Ongoing</p> |
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17l) Comply with all reasonable formal requests from the Panel to attend their meetings

| Action Required | RAG | Quarter 3 Progress Update |
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| Quarterly attendance at Police and Crime Panel meetings | | The Police and Crime Commissioner and relevant officers attend all Police and Crime Panel meetings as required. Regular discussions are maintained between the Chief Executive and Panel's key officer to ensure members receive relevant and timely information. |
| Provision of documentation to Police and Crime Panel as per their requests | | The Police and Crime Commissioner and relevant officers attend all Police and Crime Panel meetings as required. Regular discussions are maintained between the Chief Executive and Panel's key officer to ensure members receive relevant and timely information. A draft MOU has been prepared to further facilitate communications. |
| Regular liaison between OPCC and PCP in support of discharging statutory duties | | The Police and Crime Commissioner and relevant officers attend all Police and Crime Panel meetings as required. Regular discussions are maintained between the Chief Executive and Panel's principal officer to ensure members receive relevant and timely information. A draft MOU has been prepared to further facilitate communications. |

17m) Prepare and issue an annual report

| Action Required | RAG | Quarter 3 Progress Update |
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| Prepare and issue an annual report to the Panel on the PCC's delivery against the objectives set within the Plan | | <p>The PCC's Annual report was published in July 2022 which evidences the work undertaken by the Commissioner, his team and partners during 2021/2022 financial year in delivering against the priorities set out within the 2021/2025 Police and Crime Plan.</p> <p>Work will commence in due course to prepare the next Annual report for the 2022/2023 financial year.</p> |

17n) Monitor all complaints made against officers and staff, whilst having responsibility for complaints against the CC

| Action Required | RAG | Quarter 3 Progress Update |
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| Handling of complaints against the Chief Constable | | During Quarter 4 the OPCC received 4 complaints against the Chief Constable. Once complaint was formerly recorded under schedule 3 of the Police Reform Act 2022. Three of the complaints were handled informally as they did not meet the requirements to be formally recorded. Timescales: Ongoing |
| Ensure systems and processes are in place in readiness for the PCC's increased roles in complaints as outlined in Police and Crime Act 2017 | | 12 reviews have been received during this period. One review which was not upheld did result in some learning which was handled through oversight activity during a PSD and OPCC monthly meeting. Only one review has gone over the 28 day period which is due to the complexity of the case. The OPCC have made enquiries with Dyfed Powys Police in order to finalise the review. There are currently no reviews which are out of time. |

18) PCC must not fetter the operational independence of the police force

| Action Required | RAG | Quarter 3 Progress Update |
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| Development and annual review of Corporate Governance Framework | | This was completed in Quarter 4 of 2021/2022. |

19) Access to information, officers and staff

| Action Required | RAG | Quarter 3 Progress Update |
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| Handling of information in accordance with Data Protection legislation | | As a corporation sole, the OPCC are subject to and responsible for FOI requests. There were 3 Freedom Of information requests received for the last Quarter and the OPCC held the information to respond to them all. One request was in relation to the costs of running the OPCC's Office, one in relation to the use of printers in the office and the final request was in relation to the number of services commissioned by the OPCC in the past 12 months. All OPCC responses to FOI requests are available to view on our website. |

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| | | <p>No Subject Access Requests were received this quarter.</p> <p>6 potential data breaches were reported this quarter. Only one was from our office and this was due to a distribution list being placed in the 'To' box on an email as opposed to the 'BCC' box. The remaining 5 breaches were in relation to external organisations sending an email to the office that included sensitive personal data about other individuals. The sender was advised that they had breached Data Protection Legislation and that they should inform their Data Protection Officer. All emails in question were double deleted and not shared with anyone further.</p> <p>Staff have been reminded of their responsibilities in relation to cyber security and received documentation about password safety on computer devices.</p> <p>Timescales: Ongoing</p> |
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20a) Delivery of community safety and crime reduction

| Action Required | RAG | Quarter 3 Progress Update |
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| <p>Development and implementation of a Governance Framework for Commissioning and Partnerships</p> | | <p>Commissioning strategy in place for Term 3 which replaces previous documents. Available on PCC website.</p> <p>Latest Board meeting received presentation from partners delivering the Home Office Domestic Abuse Perpetrator Fund. Agreement from Members that 1 extraordinary meeting per year will be held, inviting members of the Victim Engagement Forum to attend and share their experience of accessing services within Dyfed Powys.</p> <p>Contracts register in place and reviewed for Term 3, alongside evaluation and audit plan for future of all commissioned services. Key milestones and decisions required for PCC all complete. Regular meetings between Director of Commissioning & Partnerships and Head of Procurement. Information recently submitted for Force Insurance Process</p> <p>All partnership contacts, including CSP managers, involved in consultation phase and contributed to metrics for performance framework. Head of Policy and Strategy linked into PSB WellBeing plans.</p> |

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| | <p>Tender evaluation process for new services and scoring for grant bids includes requirement to link to PCP priorities. Service providers have been involved in consultation for development of new PCP. Head of Assurance undertaking work to review service provision compared to demand on Force, Police and Crime Plan priorities and unit costings.</p> <p>LCJB members undertook a bespoke consultation as part of PCP development. LCJB priorities and delivery plan aligned to Criminal Justice in Wales priorities. Recent review by OPCC Head of Assurance recommended that local focus be retained more strongly. Future agenda and structure has been revised accordingly. May LCJB meeting will focus on renewal of delivery plan, ensuring local priorities are highlighted and inline with the PCP.</p> <p>Timescales: Ongoing</p> |
| <p>Commissioning of services in support of community safety and crime reduction</p> | <p>MOJ victims grant is match funded by PCC core funding. Total grant for 22/23 is £1,130,177 of a total £1.94m commissioning budget. Therefore the PCC provides approximately 42% of funding for services. This is noted in MOJ returns where match funding is reported to Ministers. OPCC has secured uplifts of £521,991 for 22/23 for provision of VAWDASV services. MOJ have also provided £52,000 additional uplift to the core victims grant locally, for 22/23 year only.</p> <p>Quarterly meetings are diarised between YOPS managers, CSP managers and OPCC representatives. This includes reviewing the LCJB delivery plan to align priorities with PSBs and CSPs. Dyfed Powys first in Wales to invite CSP representative as member of LCJB to enable links between community safety and criminal justice agendas. Currently working closely with CSP and YOPS representatives to deliver Serious Violence duty and aligned funding plans.</p> <p>MOJ grant T&Cs are met with compliance recorded and endorsed by CFO for grant returns. Grant agreements and contracts with providers ensure that appropriate T&Cs are met. Audit schedule includes checks on compliance.</p> <p>Contract no longer required since reunification of Probation services as provision of RJ is statutory function for HMPPS. Therefore RJ facilitation for victims will continue - HMPPS will work with Goleudy to identify and refer victims appropriately. LCJB victim and witness sub</p> |

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| | | <p>group has requested refresh of internal RJ training for officers, including a number of RJ champions across the Force. OPCC Policy team due to undertake a study of RJ within the Force to include policies, training, onward referrals and outcomes. This work needs to be prioritised under current workplans.</p> <p>All partnership contacts, including Community Safety Partnership managers, involved in consultation phase and contributed to metrics for performance framework. Head of Strategy and Policy currently providing feedback on all PSB Wellbeing Plans.</p> <p>Timescales: Ongoing</p> |
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20b) Community Safety Partnerships

| Action Required | RAG | Quarter 3 Progress Update |
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| N/A in Wales | N/A | N/A |

20c) Crime and disorder reduction grants

| Action Required | RAG | Quarter 3 Progress Update |
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| Development and implementation of a framework for the provision of crime and disorder grants | | <p>Since the new External Funding Manager commenced in post, the following developments are occurred to improve systems and processes:</p> <p>Funding Tracker – recording all funding requests, decisions, progress and budget monitoring tool</p> <p>Project Control – individual record detailing all funding requests, activity audit and monitoring functions</p> <p>Bid Scoring Summary – new file to detail funding scoring, recommendations and rationale for decisions</p> |
| Provision of crime and disorder reduction grants within 2022/2023 | | <p>Since the new External Funding Manager commenced in post, 12 new funding requests have been received.</p> <p>Three has been accepted.</p> <p>The others are awaiting application form completion or discussions around project detail and funding values are ongoing.</p> |

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| <p>Evaluation of crime and disorder reduction grants to determine social return on investment</p> | | <p>Since the new External Funding Manager commenced in post, the following developments are occurred to improve systems and processes:</p> <p>Funding Tracker – recording all funding requests, decisions, progress and budget monitoring tool</p> <p>Project Control – individual record detailing all funding requests, activity audit and monitoring functions</p> <p>Bid Scoring Summary – new file to detail funding scoring, recommendations and rationale for decisions</p> <p>Further activity regarding funding outputs and outcomes will be developed from Apr 23 onwards.</p> <p>The new External Funding Manager is collaborating with SWP OPCC on their new proposals in developing an outcome framework – this will be shared with DPP OPCC when complete where we will consider its appropriateness for our activities.</p> <p>In the meantime, work is ongoing to re-design the funding application form to encourage requests to contain as much detail as possible. This is hoped that there will be reduction of time spent in requesting further detail and support robust decisions when considering funding approvals and appropriate values.</p> <p>Timescales: Ongoing</p> |
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20d) Collaboration agreements

| Action Required | RAG | Quarter 3 Progress Update |
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| As detailed in 17h | N/A | N/A |

20e) Wider responsibility for the enhancement of the delivery of criminal justice in their area

| Action Required | RAG | Quarter 3 Progress Update |
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| Monitor the performance of all commissioned services, ensuring they are fit for purpose and provide value for money | | <p>Q3 review meetings all held and Q4 scheduled for April. Meeting structure, minutes and actions audited as part of the annual audit checklist.</p> <p>Audit for 22/23 will include reviews of timeliness and positive progress against KPI's. Goleudy performance</p> |

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| | | <p>concerns have been addressed and actions implemented, now monitoring performance data to ensure improvement is sustained.</p> <p>PCC continues to visit appropriate services as part of Community Engagement Days. Commissioning team feed into schedule for PCC visits to services and funding recipients in line with community engagement activity. Services have recently been in attendance at PCC conference and Neighbourhood Policing Team (NPT) engagement events.</p> <p>Latest Board meeting received a presentation from partners delivering the Home Office Domestic Abuse Perpetrator Fund. Agreement from members that 1 extraordinary meeting per year will be held, inviting members of the Victim Engagement Forum to attend and share their experience of accessing services within Dyfed Powys.PCC</p> |
| <p>PCC's contribution to the All Wales Criminal Justice agenda</p> | | <p>DP LCJB work closely with CJiW coordinator to ensure alignment of priorities and reporting into All Wales arrangements. Policy lead for CJ meets regularly with CJ leads for other Welsh OPCCs. Reporting structure agreed and meeting dates aligned to ensure DP highlight positive progress on national and local activity as well as escalate areas of concern/risk where required. Review of meeting attendance to ensure CJ is embedded across OPCC structure.</p> <p>LCJB meeting held March 2023 focussing on latest updates against the 22/23 delivery plan. Delivery plan will be finalised and closing position provided. May meeting will focus on refresh of the delivery plan, prioritising local issue. Revised agenda and structure in place with sub-groups accountable for delivery against plan and escalation reporting to Board. Local data to be provided at each meeting in dashboard, with agencies presenting key highlights.</p> |
| <p>PCC's national portfolio responsibilities</p> | | <p>Police Digital Services (The Commissioner agreed to chair this board for a further year and will resign in July 2023)</p> <p>All Wales Criminal Justice Board Single Unified Safeguarding Review Board with Welsh Government, where he assumes the role of the Single Responsible Officer for Wales. Policing Board for Wales</p> |

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| | | <p>National Police Air Service Board Safer Communities Programme Board Equality and Diversity and Human Rights Group (APCC) National Rural Crime Network - on the Executive Board VAWDASV National Partnership Board Co-Chair along side Minister for Social Justice Jane Hutt MS</p> |
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